Phonak Ambra / Phonak Solana / Phonak Cassia

In-the-Ear hearing aids

User Guide

PHONAK life is on

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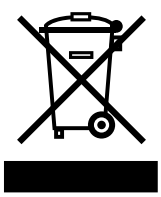
1. Welcome

Your new hearing aid is a premium Swiss quality product. It was developed by Phonak, one of the world's leading companies in hearing technology. Your hearing aid offers the most modern digital hearing technology currently available on the market.

Please read these user instructions thoroughly in order to benefit from all the possibilities your new hearing aid has to offer. With proper use and care, you will be able enjoy your hearing aid for many years to come.

If you have any questions, please consult your hearing care professional.

Phonak – life is on www.phonak.com

CE 0459 

2. Important safety information

Please read the information on the following pages before using your hearing aid.

A hearing aid will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions. Infrequent use of a hearing aid does not permit a user to attain full benefit from it. The use of a hearing aid is only part of hearing habilitation and may need to be supplemented by auditory training and instruction in lipreading.

2.1 Hazard warnings

⚠ Use only hearing aids that have been specially programmed for you by your hearing care professional. Other hearing aids may be ineffective and may, in certain cases, damage your hearing.

⚠ Changes or modifications to the hearing aid that were not explicitly approved by Phonak are not permitted. Such changes may damage your ear or the hearing aid.

⚠ Hearing aid batteries are toxic if they are swallowed! Keep out of reach of children and pets. If batteries are swallowed, consult your medical physician immediately!

⚠ If you feel pain in or behind your ear, if it is inflamed, if skin irritation or accelerated accumulations of ear wax occur, please check with your hearing care professional or physician.

⚠ Hearing programs in the directional microphone mode reduce background noises. Please be aware that warning signals or noises coming from behind, e. g. cars, are partially or entirely suppressed.

⚠ The hearing aid contains small parts which can be swallowed by children.

⚠ External devices may only be connected if they have been tested in accordance with corresponding IECXXXXX standards. Only use accessories approved by Phonak AG.

2.2 Information on product safety

ⓘ Never immerse your hearing aid in water! Protect it from excessive moisture. Always remove your hearing aid before showering, bathing, or swimming.

ⓘ Protect your hearing aid from the heat (never leave it near a window or in the car). Never use a microwave or other heating devices to dry your hearing aid. Ask your hearing care professional about suitable drying methods.

ⓘ When you are not using your hearing aid, leave the battery compartment open so that any moisture can evaporate. Make sure that you always completely dry your hearing aid after use. Store the hearing aid in a safe, dry and clean place.

ⓘ Do not drop your hearing aid! Dropping onto a hard surface can damage your hearing aid.

ⓘ Always use new batteries for your hearing aid. You can return used batteries to your hearing care professional.

ⓘ Remove the battery if you are not using your hearing aid for a long period of time.

ⓘ X-ray radiation (e. g. CT scans, MRI scans) may adversely affect the correct functioning of your hearing aids. We recommend that you remove them before undergoing X-ray procedures and keep them outside the room.

ⓘ Do not use your hearing aid in areas where electronic equipment is prohibited.

3. Hearing aid description

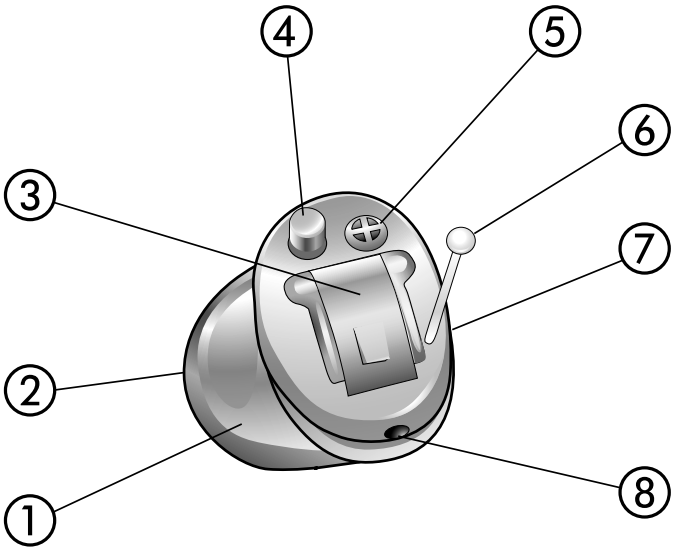
The following user instructions describe four hearing aid models: nano and CIC/MC (Completely in the Canal/Mini Canal) that sit deep in the ear canal, ITC/HS (In the Canal/Half Shell) models that are situated in the ear Canal or in the bowl of the ear, and FS (Full Shell) models that are situated only in the bowl of the ear.

On the following pages use the labeled drawings to identify the hearing aid that you use.

Please note: specific functions described on the following pages may not be included in your model because some features are optional or model specific.

Your hearing care professional will tell you what size battery you need for your hearing aid.

Phonak nano and CIC/MC models

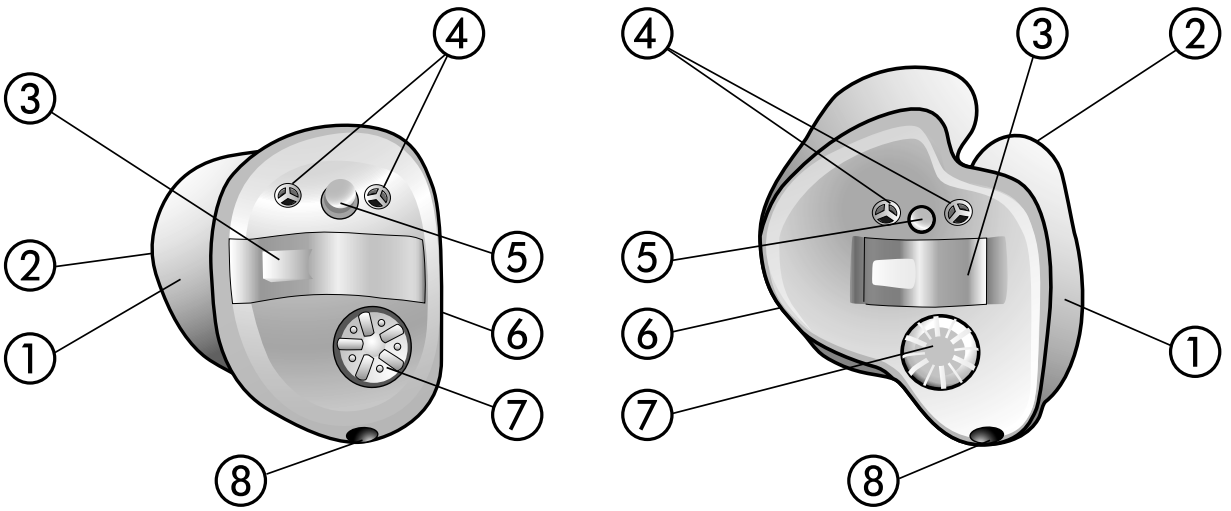


① Custom made shell
② Receiver (sound outlet) and wax protection system
③ Battery compartment with ON/OFF switch
④ Program button (optional)*
⑤ Protected microphone inlet
⑥ Removal handle (nano / CIC/MC)
⑦ Right or left indicator (right=red, left=blue)
⑧ Vent

*A volume control is also optional; it is not shown here.

ITC/HS-model

FS-model



① Custom made shell
② Receiver (sound outlet) and wax protection system
③ Battery compartment with ON/OFF switch
④ Protected microphone inlets
(number of inlets is optional)
⑤ Program button (optional)
⑥ Right or left indicator (right=red, left=blue)
⑦ Volume control (optional)
⑧ Vent

4. Step-by-step instructions for using the hearing aid

The following chapter provides step-by-step instructions on how to use your hearing aid. Please follow these steps carefully. In the drawings, the parts that are particularly important for each step are shown in green.

Step 1. Getting to know your hearing aid

Take the hearing aid in your hand and try out the hearing aid controls, if so equipped. This will make it easier for you to feel for and operate the controls later on when wearing the hearing aid.

Turn the volume control to change the volume (Fig 1a).

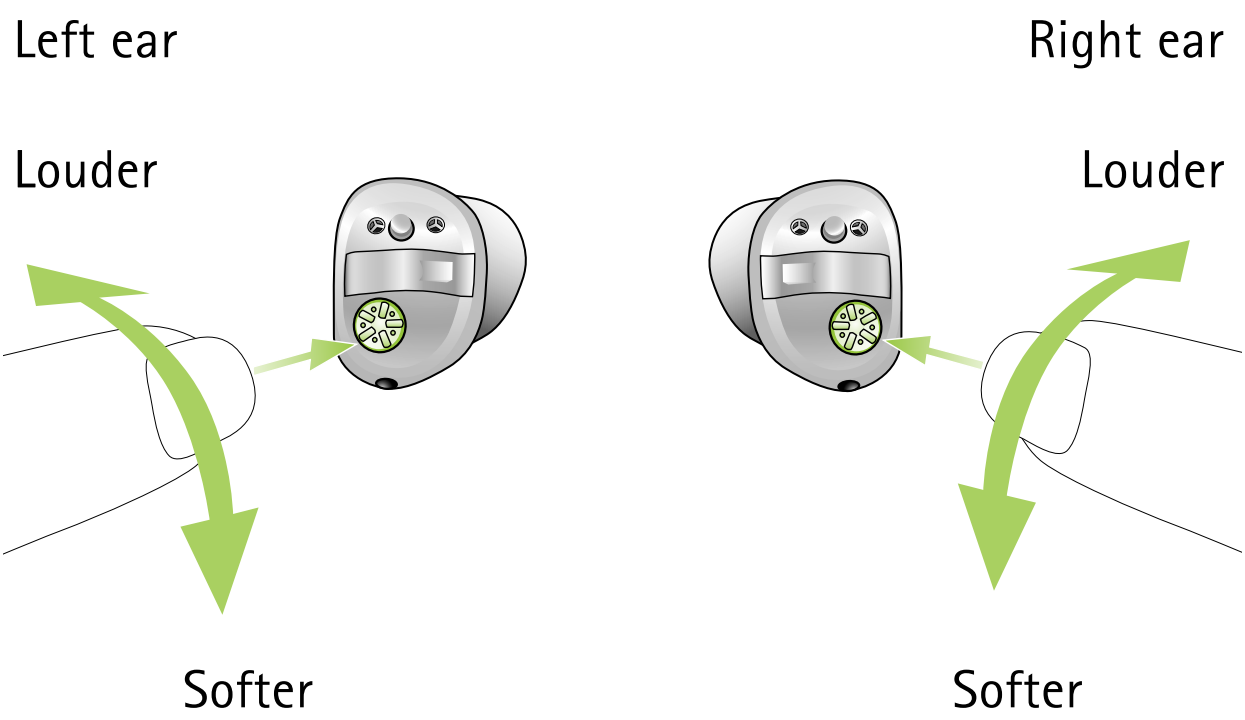


Fig. 1a

The direction you have to turn the volume control when wearing the hearing aid in the ear is shown in step 6 in this section.

Your hearing care professional can configure your hearing aid button as either a volume control or a program selector.

In order to change a hearing program, press the button displayed (Fig. 1b).

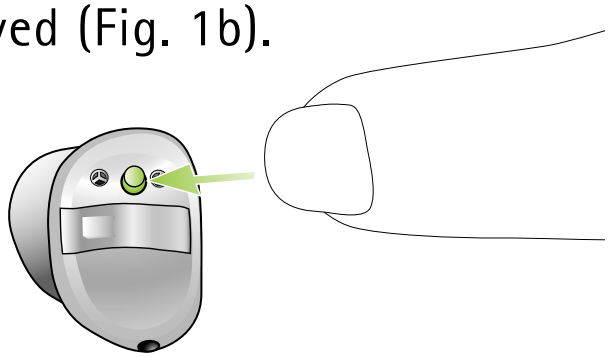


Fig. 1b

To increase the volume, press the button on your right hearing aid. To decrease the volume, press the button on your left hearing aid* (Fig. 1c).

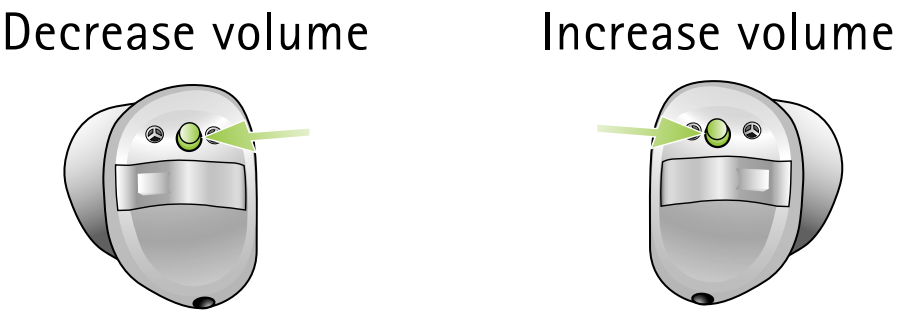


Fig. 1c

*Only available for a pair of wireless products

Step 2. Battery preparation

Remove the protective foil from the new battery (Fig. 2). Wait for two minutes before inserting to activate the battery.

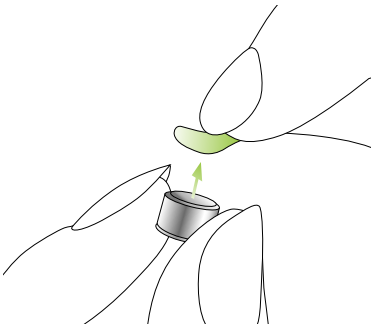


Fig. 2

Step 3. Inserting the battery

Take the hearing aid in your hand (Fig. 3a) and open the battery door. Insert the battery so that you see the + symbol on the battery (Fig. 3b).

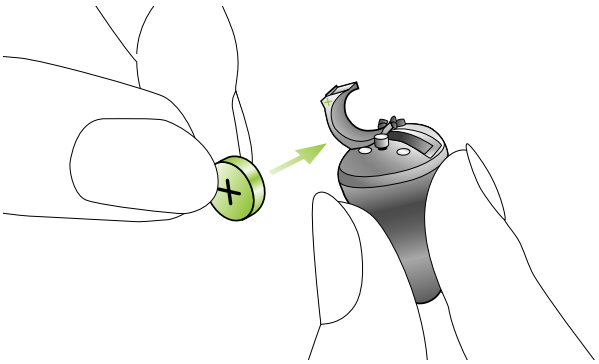


Fig. 3a

Fig. 3b

Step 4. Turning on the hearing aid

Switch on the hearing aid by closing the battery compartment (Fig. 4).

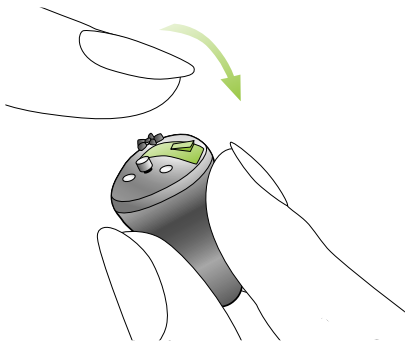


Fig. 4

ⓘ **Open and close the battery compartment gently and carefully.**

ⓘ **If you feel resistance when closing the battery compartment, check to make sure the battery is correctly inserted and in the correct direction. If the battery is inserted the wrong way, the hearing aid will not work and the battery compartment can be damaged.**

The hearing aid is now switched on. It can take up to 15 seconds before it starts. (When you wear the hearing aid, you will hear an acoustic signal).

Step 5. Inserting the hearing aid

This step shows you how to correctly insert the hearing aid.

ⓘ **Each hearing aid is individually programmed for your right or left ear. For the first step identify right and left so you will be able to insert your hearing aid in the correct ear.**

Step 5.1 Identifying the hearing aids for the right and left ear

The color mark is located on the shell (the text is printed in red or blue, or the shell is colored red or blue):

right = red
left = blue

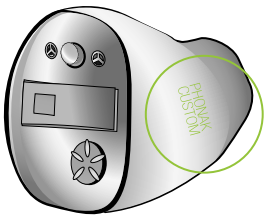


Fig. 5a

Step 5.2 Inserting the hearing aid (all models)

With your right hand, take your hearing aid for the right ear (marked in red, see step 5.1) between your thumb and forefinger (Fig. 5b). For nano or CIC models the removal handle should be toward the bottom of your ear.

Insert the tip of the hearing aid into the ear canal (see the part circled in green in Fig. 5b). Carefully pull on your earlobe and push the hearing aid into the correct position. Ensure that it is positioned securely. In the beginning, please use a mirror to check.

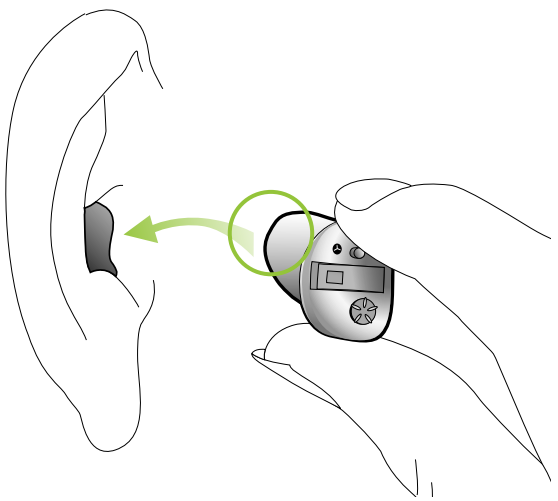


Fig. 5b

You have now successfully inserted the right hearing aid. Now insert your left hearing aid in the same way (marked in blue, see step 5.1)

Step 6. Adjusting the volume control in the ear

To increase the volume (possible only on models with an optional volume control), turn the volume control forward. To decrease it, turn the volume control backward using your forefinger (Fig. 6a).

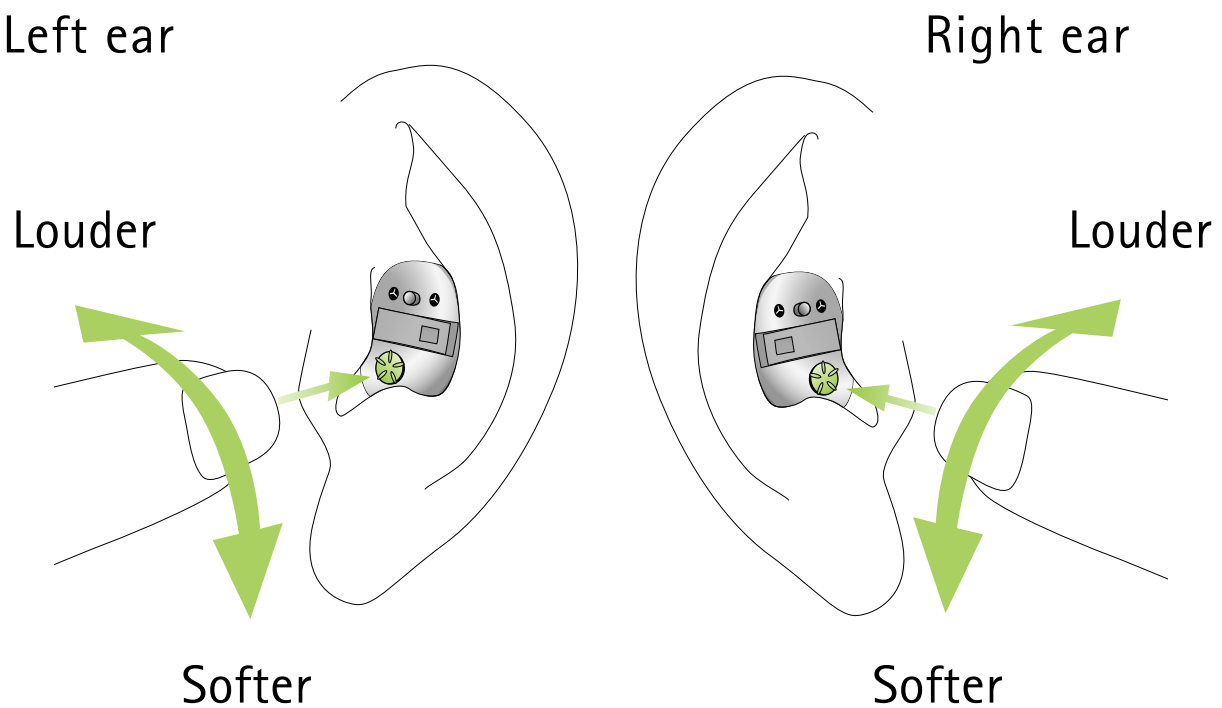


Fig. 6a

Your hearing care professional can configure your hearing aid button as either a volume control or a program selector.

To increase the volume, press the button on your right hearing aid. To decrease the volume, press the button on your left hearing aid aid* (Fig 6b).

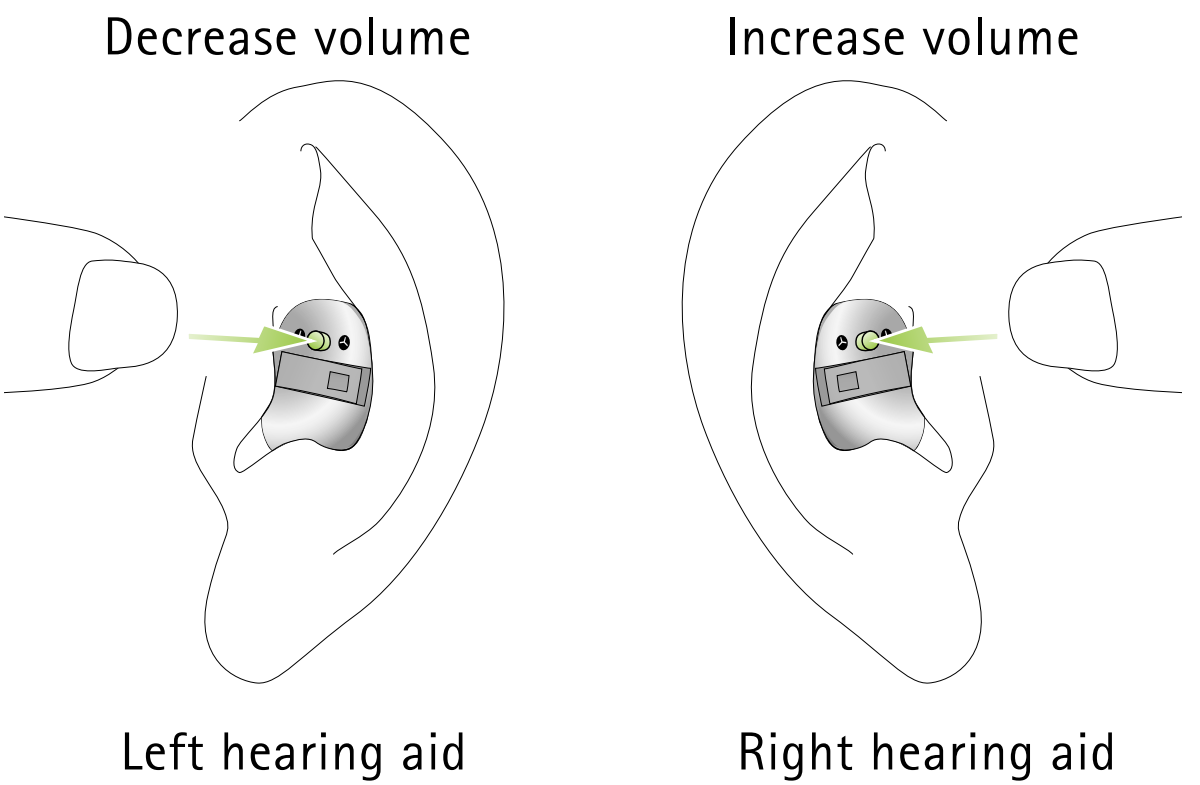


Fig. 6b

* Only available for a pair of wireless products

Step 7. Selecting the hearing program in the ear

To change a hearing program (possible only in models with an optional program button), press the program button shown (Fig. 7).

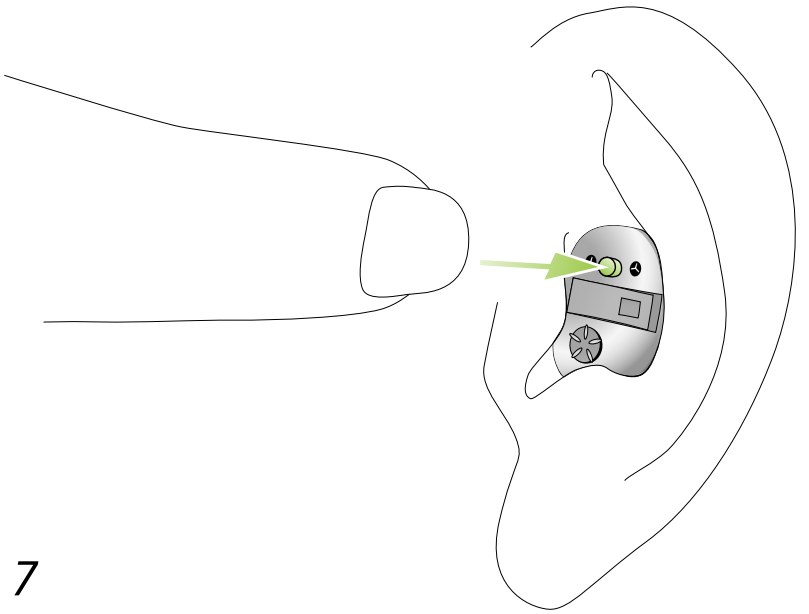


Fig. 7

If you press it again, you change to the next program. A signal indicates the change.
A signal tone can only be easily heard if you have turned on the hearing aid and you are wearing it correctly in the ear.

Step 8. Removing the hearing aid

The following steps describe how to easily remove the hearing aid either with or without the removal handle.

Step 8.1 Removing the hearing aid with a removal handle

Hold the removal handle between the thumb and index finger, and carefully pull the hearing aid up and out of the ear (Fig. 8a).

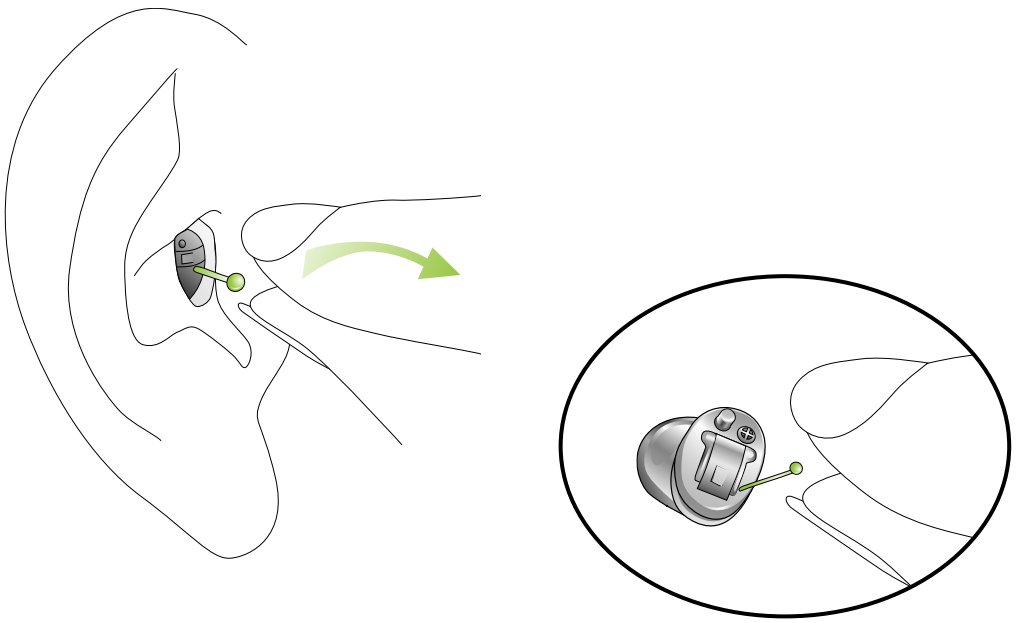
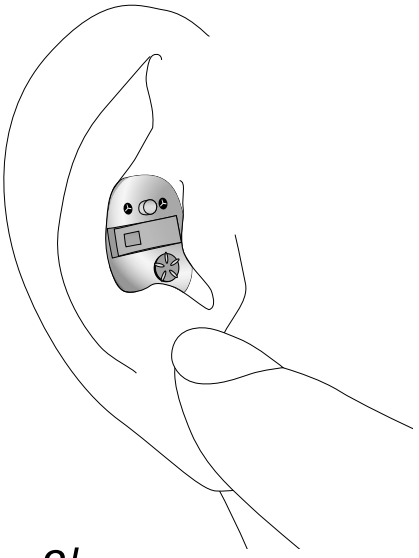


Fig. 8a

Step 8.2 Removing the hearing aid without a removal handle



Put your thumb behind your lobe (directly behind the hard cartilage, Fig. 8b) and gently press your ear upward to push the hearing aid out of the canal. In order to help it along, make chewing movements with your jaw.

Fig. 8b

Grasp the protruding hearing aid and remove it (Fig. 8c).

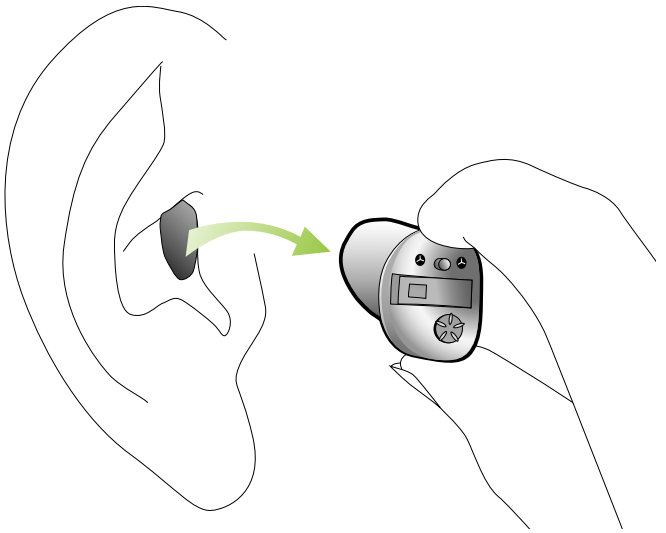


Fig. 8c

Step 9. Turning off the hearing aid

You can turn off your hearing aid by opening the battery compartment (Fig. 9).

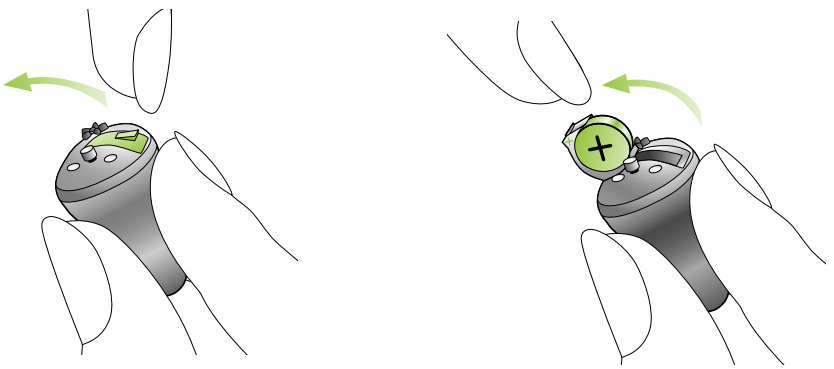


Fig. 9

Step 10. Changing the battery

Before the battery is completely empty, your hearing aid will indicate to you that the battery soon needs to be changed with an acoustic signal. Once this happens, you have about 30 minutes (in some cases longer) to change the battery. The battery warning signal is repeated every half hour. We recommend that you always keep a spare battery on hand.

5. Care and maintenance

Diligent and routine care of your hearing aid contributes to outstanding performance and a long service life.

Please use the following specifications as a guideline:

General information
Before using hair spray or applying cosmetics, you should remove your hearing aid from your ear, because these products may damage it.

Daily

Daily cleaning and the use of a drying system is highly recommended. “C&C line” from Phonak is a complete set of cleaning products. Your hearing care professional will be glad to advise you. Never use household cleaning products (washing powder, soap, etc.) to clean your hearing aids.

If your hearing aid is performing weakly or fails to operate, clean or replace the wax guard system. If your hearing aid fails to operate after you have correctly cleaned or replaced your wax protection system and inserted new batteries, contact your hearing care professional for advice.

Weekly

For more in depth maintenance instructions or for more than basic cleaning, please see your hearing care professional.

SmartGuard (optional)
SmartGuard (Fig. 10) is a unique wax protection system developed by Phonak. The unique membrane design completely protects your hearing aid from wax and moisture.

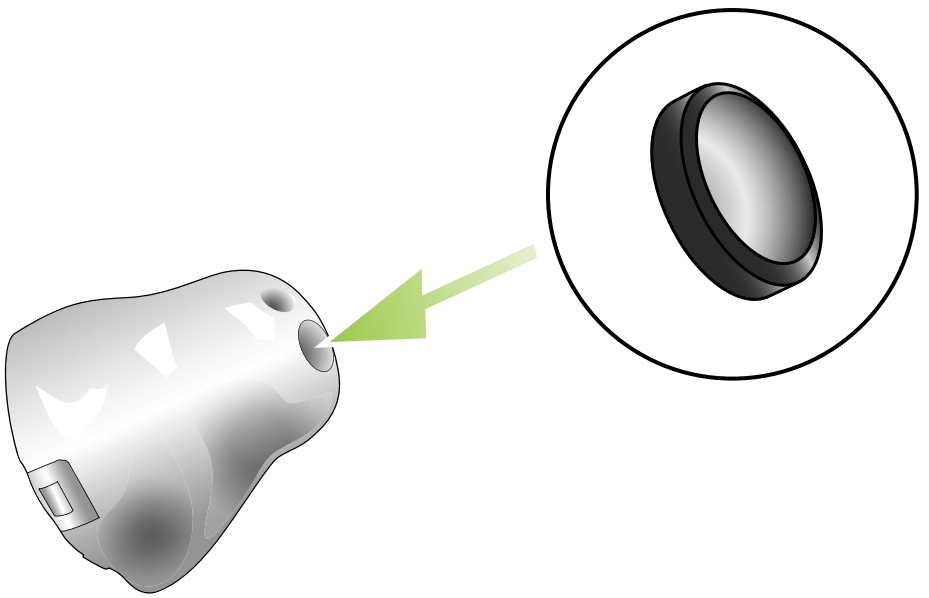


Fig. 10

Cerustop wax guards are also commonly used as an alternative protection system. Your hearing care professional will provide you with detailed information on the use of the wax protection system on your hearing aid.
Please ask your hearing care professional for further information.

6. Troubleshooting

Hearing aids sound softer than usual / no sound
Clean the wax protection system or replace it. Check whether the battery is correctly inserted and properly fitted, adjust the fit if necessary. If there is no improvement, change the battery. If the problem persists, contact your hearing care professional.

Battery discharges too quickly
Insert a new battery and make note of exactly how long it lasts. Contact your hearing care professional with this information, they will be able to help and advise you.

Crackling or buzzing noises
Check for residue due to ear wax. Then try a new battery. If the problem persists, contact your hearing care professional.

Whistling
Check whether the hearing aid is correctly and firmly fitted. If this is the case, but the problem persists, please consult with your hearing care professional.

Pain or inflammation in your ear
Remove the hearing aid and consult with your hearing care professional. If the problem is serious, please contact your physician.

7. Wireless Accessories and FM systems

7.1 Wireless accessories*

Phonak has developed a broad range of wireless accessories that allow you to best use and discreetly control your hearing aid. These include, for example, remote controls, wireless connection modules to the TV and computer, and much more. Programs and accessories that can help you make phone calls simply and more comfortably are also included in this product range.

7.2 FM Systems*

FM Systems are wireless communication systems consisting of a radio transmitter and a radio receiver. The transmitter is placed close to the sound source (e.g. TV/Radio/lectern). The sound is transmitted clearly and directly to the hearing aid in the form of radio signals – without disruptive background noises or echoes.

Phonak is a leader in FM communication. In order to take advantage of the benefits of these high-tech radio systems, consult with your hearing care professional.

7. Wireless Accessories and FM systems

If you already have an FM system and need additional information on using this system, please consult the relevant user instructions on the FM transmitter or the FM receiver.

For more information, please visit www.phonak.com, or ask your hearing care professional.

* Possible only for models with this option integrated, check with your hearing professional.

8. Service and warranty

8.1 Local warranty

Please ask the hearing care professional, where you purchased your hearing aid, about the terms of the local warranty.

8.2 International warranty

Phonak offers a one year limited international warranty, valid starting from the date of purchase. This limited warranty covers manufacturing and material defects in the hearing aid itself, but not accessories such as batteries, tubes, earmolds, external receivers. The warranty is valid only if proof of purchase is shown.

8.3 Warranty limitation

This warranty does not cover damage from improper handling or care, exposure to chemicals or undue stress. Damage caused by third parties or non-authorized service centers renders the warranty null and void. This warranty does not cover any services performed by a hearing care professional in his/her office.

Serial number (left side):

_____

Serial number (right side):

_____

Date of purchase:

_____

Authorized hearing care professional (stamp/signature):

_____

9. Compliance information

Europe:

Declaration of Conformity

Hereby Phonak AG declares that this Phonak product meets the requirements of the Medical Devices Directive 93/42/EEC as well as the Radio and Telecommunications Terminal Equipment Directive 1999/5/EC. The full text of the Declaration of Conformity can be obtained from the manufacturer.

Australia:

Supplier Code Number 15398

New Zealand:

Supplier Code Number Z1285

Related Phonak wireless ITE hearing aid models

Phonak Ambra 13 UZ, Phonak Ambra 312 UZ,
Phonak Ambra 312
Phonak Solana 13 UZ, Phonak Solana 312 UZ,
Phonak Solana 312
Phonak Cassia 13 UZ, Phonak Cassia 312 UZ,
Phonak Cassia 312

These wireless custom ITE hearing aid models are certified under:

USA FCC ID: KWC-WHSITE1
Canada IC: 2262A-WHSITE1

Notice 1:
This device complies with Part 15 of the FCC Rules and with RSS-210 of Industry Canada. Operation is subject to the following two conditions:

1) this device may not cause harmful interference, and
2) this device must accept any interference received, including interference that may cause undesired operation.

Notice 2:
Changes or modifications made to this device not expressly approved by Phonak may void the FCC authorization to operate this device.

Notice 3:
This device has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules and ICES-003 of Industry Canada. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This device generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this device does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the device and receiver.
- Connect the device into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

10. Information and description of symbols

CE
XXXX

With the CE symbol, Phonak AG confirms that this Phonak product – including accessories – meets the requirements of the Medical Devices Directive 93/42/EEC as well as the R&TTE Directive 1999/5/EC on radio and telecommunications equipment. The numbers after the CE symbol correspond to the code of certified institutions that were consulted under the above-mentioned directives.

This symbol indicates that the products described in these user instructions adhere to the requirements for an application part of Type BF of EN 60601-1. The surface of the hearing aid is specified as an applied part of Type BF.

10. Information and description of symbols

	EMC and Radio communications compliance label Australia.
	This symbol indicates that it is important for the user to read and take into account the relevant information in these user guides.
	This symbol indicates that it is important for the user to pay attention to the relevant warning notices in these user guides.
Operating conditions	Important information for handling and product safety.
	The product is designed such that it functions without problems or restrictions if used as intended, unless otherwise noted in these user guides.

Transport and storage conditions

During transport or storage, the temperature should not exceed the limit values of –20°/60° Celsius and relative humidity of 65% for a long period of time. The air pressure – range between 500 and 1100 hPa is appropriate.

The symbol with the crossed-out garbage bin is to make you aware that this hearing aid may not be thrown away as normal household waste. Please dispose of old or unused hearing aid, at waste disposal sites intended for electronic waste, or give your hearing aid to your hearing care professional for disposal. Proper disposal protects the environment and health.

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Switzerland

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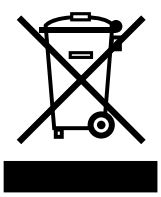
D-70736 Fellbach-Oeffingen
Germany

CE 0459



www.phonak.com

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